

## *Escape to an oasis of safety and elegance*



*St Nicolas Bay and Thalassa Villas are pleased to announce our gradual reopening on July 10<sup>th</sup>. Our topmost priority is to deliver an enjoyable stay in a safe environment that promotes the health and wellbeing of our guests.*

*As part of the latest COVID-19 health and safety protocols recently introduced by the Greek Government, we have carried out enhanced hygiene training with all our hotel staff. Meanwhile, all guests, employees, suppliers, and visitors will have their temperature taken upon arrival. We are committed to providing our guests with a contactless journey during the entirety of their stay in our Oasis of Safety and Elegance.*

*We continue to offer guests our traditional personalised service combined with social distancing protocols and regular sanitisation of all areas, allowing for peace of mind and flexible bookings.*

## SAFE HOSPITALITY

A Safe environment for our Guests and Employees!



### **”Health first”**

*Our added value for relaxing and safe holidays*

- Constantly measure the temperature of all employees, suppliers, visitors and guests at the Hotel entrance.
- Unlimited guest access to Personal Protective Equipment.
- On call 24/7 Doctor, who has been trained in Covid-19 response.
- All staff have been trained by the Cretan University and have received a certificate of knowledge and behavior against the spread of COVID-19.
- The St. Nicolas Bay Operational program and protocols are aligned with Hellenic National Public Health Organization specifications.

## OUR VALUABLE PARTNERS

- All of our suppliers are required to provide us with their COVID-19 Certificate.



- The **Cretan Aid LTD Medical and Diagnostic Center** offers patient care in Aghios Nikolaos. An ambulance will be available 24 hours a day.



- **Eurocert** has provided us services for technical audits, inspections and certification ISO 2015 and HACCP 22000 including the COVID-19 Certificate.



- **Everywhere It Matters. Ecolab** is a global leader in hygiene and energy technologies.



- **Be Safer** is specialized on the planning and implementation of Food Safety Management Systems, Internal Inspections and Second Party Audits, Training, and Laboratory Analyses.

## SAFE ARRIVAL



- Pre-arrival communication to ensure fast and safe check –in.
- Digital check in and check out.
- Concierge Service will be located in outdoor space.
- Sanitation of luggage upon arrival.
- Club car service to each room will be available exclusively.
- Private transfer arrangement will be provided by the Hotel upon request at a certain cost.
- Transfer organized by the Hotel will follow all relevant hygiene protocols according to the Greek government instructions against the spread of COVID-19

## SAFE LIVING IN THE PRIVACY OF YOUR ROOM



- The rooms will be cleaned and sanitised prior to your arrival based on very strict protocols. Sterilization and deep cleaning with Steam Pressure Technology will be used.
- All linens will be sanitized according to the Protocols. Mattresses and Pillows are equipped with extra covers replaced upon departure.
- We pay special attention to sanitize high-touch areas, such as telephones, remote controls, etc.
- All additional non-basic equipment like brochures, decorative pillows and covers will be removed from the room.
- Guests will be asked upon check-in if daily housekeeping and turndown service is desired.



- We will work towards allowing up to 24 hours between check-in and check-out to all rooms where possible. If a room is occupied after departure, a minimum of 4 hours is required for the cleaning and sanitization procedures to take place for the next arrival whilst working in accordance with the stringent protocols of the Greek Government.
- Complimentary Mini Bar will be fully pre-stocked upon arrival with natural water, sparkling water, soft drinks, sparkling wine, white wine, nuts and cookies. All Mini Bar items are sanitized before placement.  
Guests have the option to pre-order or request upon arrival any items at extra cost.
- If you prefer to use our room service, you will have the option to either be served by our staff or to simply pick up your tray outside your room.
- We will constantly stock the rooms with Protective Equipment Kits (mask, wipes & sanitizing gel).
- Our private pools are ideal for social distancing to ensure the safe relaxation of couples and families. All pools will be cleaned twice a day according to the cleaning and sanitization protocols.
- Easy access of Hotel Information will be available through the TV Channel. Digital menus in all our restaurants & bars can also be accessed through our Wi-Fi application.
- Non-essential amenities and decorative items have been removed from the guest rooms.
- All Rooms are equipped with Individuals A/C units.  
Disinfection of A/C filters and grills will be carried-out after the departure of each guest.
- The Housekeeping team will use Protective Equipment (face mask, gloves, full body apron), which will be replaced when cleaning between rooms.

## SAFE WINING & DINING



- All Restaurants and Bars offer spacious outdoor seating, allowing for safe spacing between tables in accordance with social distancing protocols.
- We will offer *A la Carte Options* only. No *Buffets* options will be available.
- Drinks will be served with prepacked bar snacks on the side.
- Single Use menus as well as digital menus via QR Codes and our TV Channel will be readily available.
- 24hours Room Service is available, Lunch / Dinner Box options using recycled luxury packaging is also available.
- Tables will be cleaned and disinfected after every use.
- Food Safety is certified by HACCP Protocols.
- Touch free sanitizing stations are available at all Restaurants and Bar Entrances.

### **Breakfast**

Enjoy a wide range of breakfast specialties at our **Club House Open Air Veranda** served *A la carte*.

### **Lunch**

#### **Open air Blue Bay Restaurant and Bar**

An all-day restaurant and Bar for fresh fish, creative dishes, snacks and cocktails.

### **Dinner**

#### **Labyrinthos Open Air Restaurant and Veranda**

Create your own 5-course dinner *a la carte style*, from a large selection of cold and warm dishes.

#### **The Greek Kafeneion Open air Restaurant on the Waterfront**

Local Specialties and catch of the day from the Mirabello Bay.

#### **The Minotaure**

Asian and International Restaurant around the Lagoon Pool.

#### **Open air Bars: Astra and Bonatsa**

Enjoy a cocktail in a relaxing atmosphere with music by our live pianist or DJ.



## SAFE SWIMMING and POOLS



- Blue Flag awarded Beach.
- Sun beds and umbrellas by our sandy cove and the almost private platforms around the beach will maintain the necessary distances (min of 4m between the umbrellas).
- Beach Towels are available in your room.
- Our Spacious Outdoor Pool are surrounded with umbrellas – min of 4m distance between the sun beds.
- We recommend a shower use before & after entering the pool.
- Water quality controls will be conducted at the highest international standards.
- Sun loungers, beach chairs and all equipment will be disinfected after every use.
- Touch free sanitizing stations will be available around the pool and the beach.

## SAFE WELLNESS EXPERIENCE & SPA



- Indoor Spa areas and indoor pool remain temporarily closed.
- Selected Spa treatments are available by appointment at the open-air treatment rooms **“Aphrodite”** and **“Blue room”**.
- Spa Therapists will be using mandatory masks during treatments.
- We suggest that Guests also use masks.
- All equipment and facilities will be disinfected after every use.
- Sanitizing stations set on site.

## SAFE SPORTS & ACTIVITIES



- Outdoor Yoga Classes with adhere to a 2meters safe distancing.
- The use of the Gym is available only by appointment.
- Gym disinfection between appointments.
- Water Sport Activities available only by appointment.
- Pre-booking required for all sports activities.
- Sanitizing stations set on site.
- Outdoor Kid's Club activities available only by appointment.



## ADDITIONAL SAFETY PROGRAM



- 24/7 Risk Management Team available for Guests
- Collaboration with a Private Microbiology Lab and the Medical University of Crete.
- According to the Greek Law, all necessary actions concerning the suspicious cases are handled by the Hellenic National Health Organization.
- 24/7 Medical support will be available by a private medical clinic, including an ambulance service.
- Health & Safety Inspection by Authorized & Certified Company.